

Fig. 1

6522049560

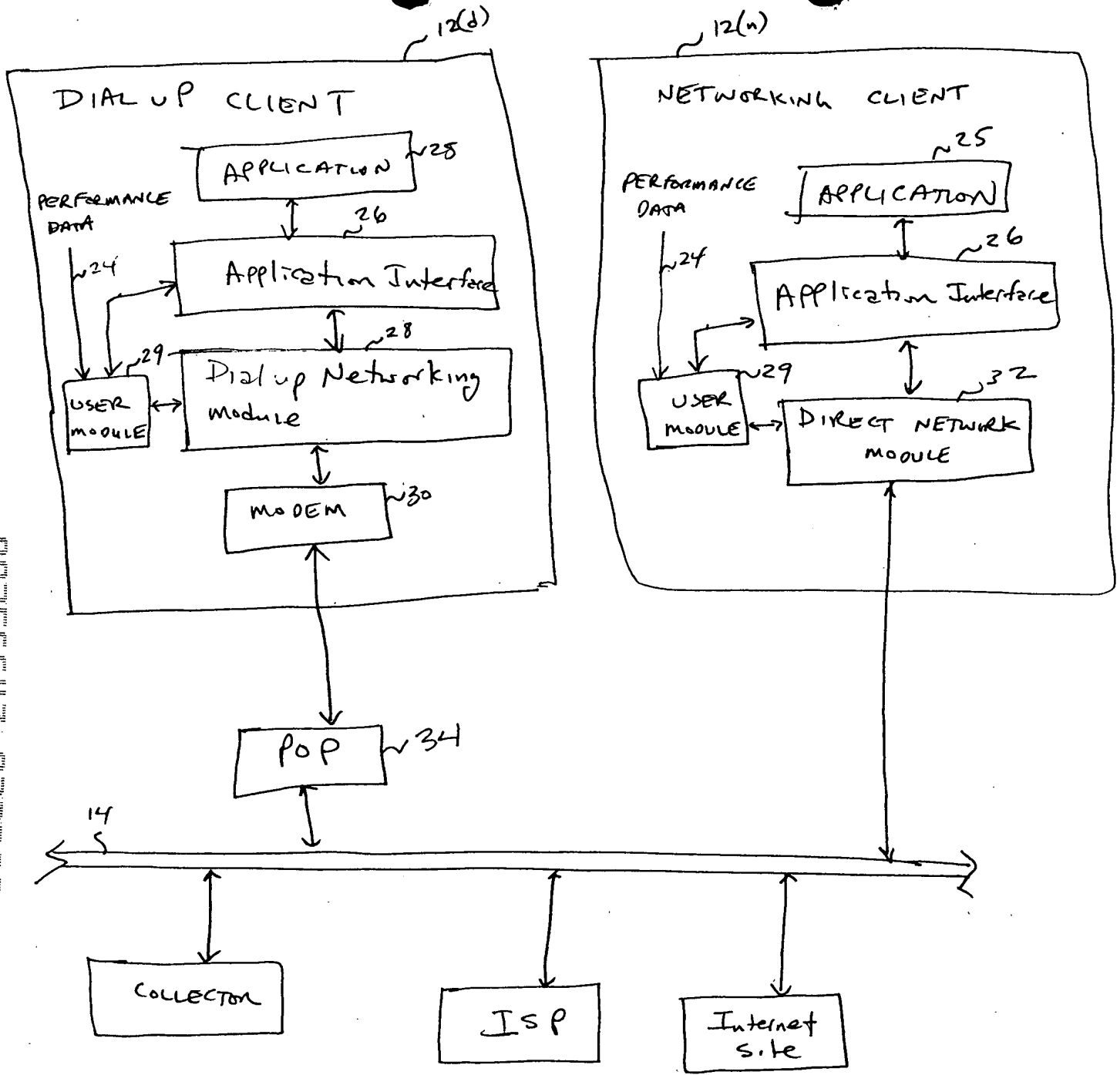


FIG. 2

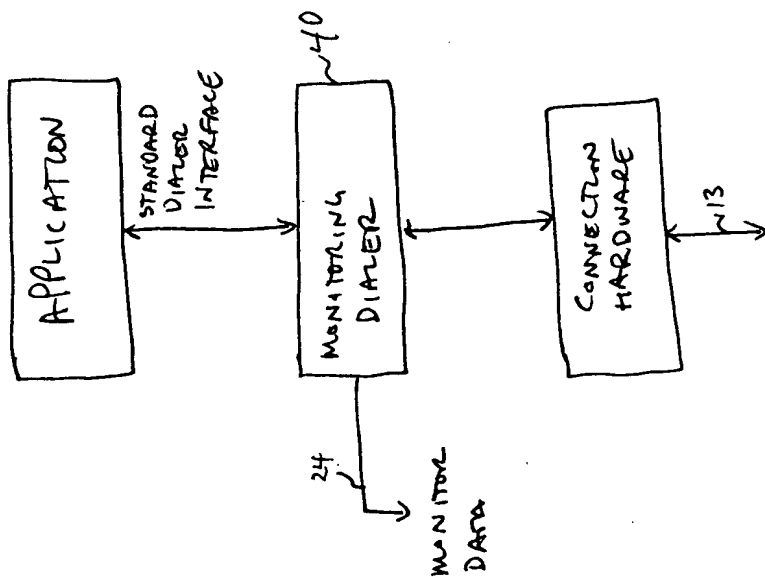


Fig. 3(a)

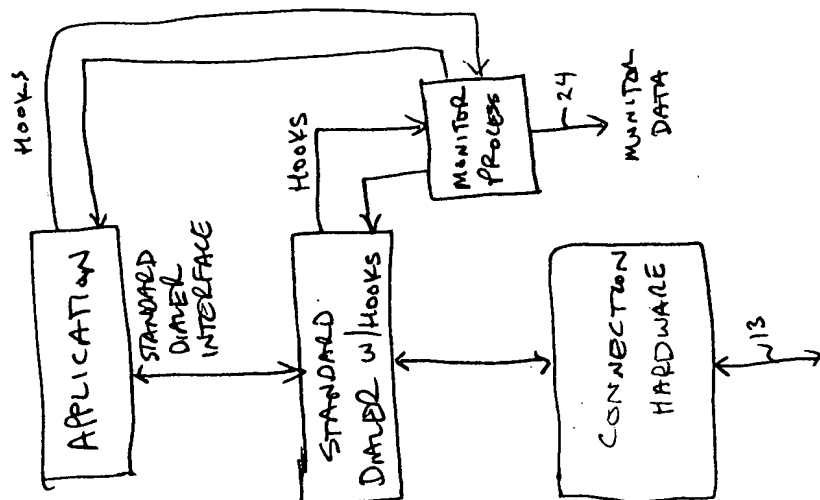


Fig. 3(b)

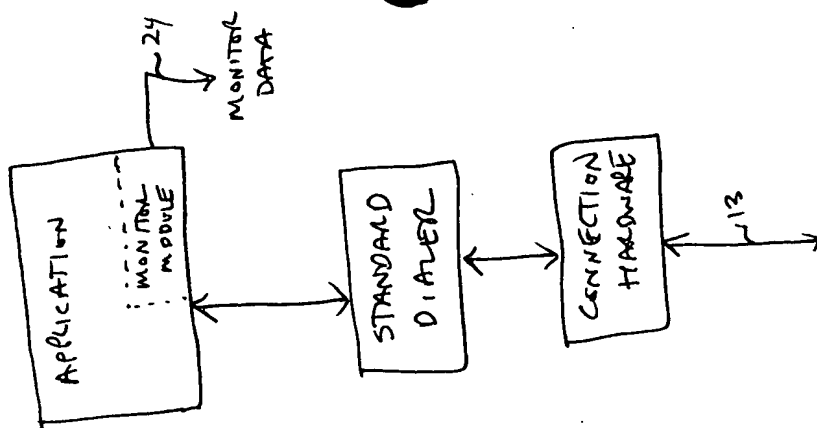
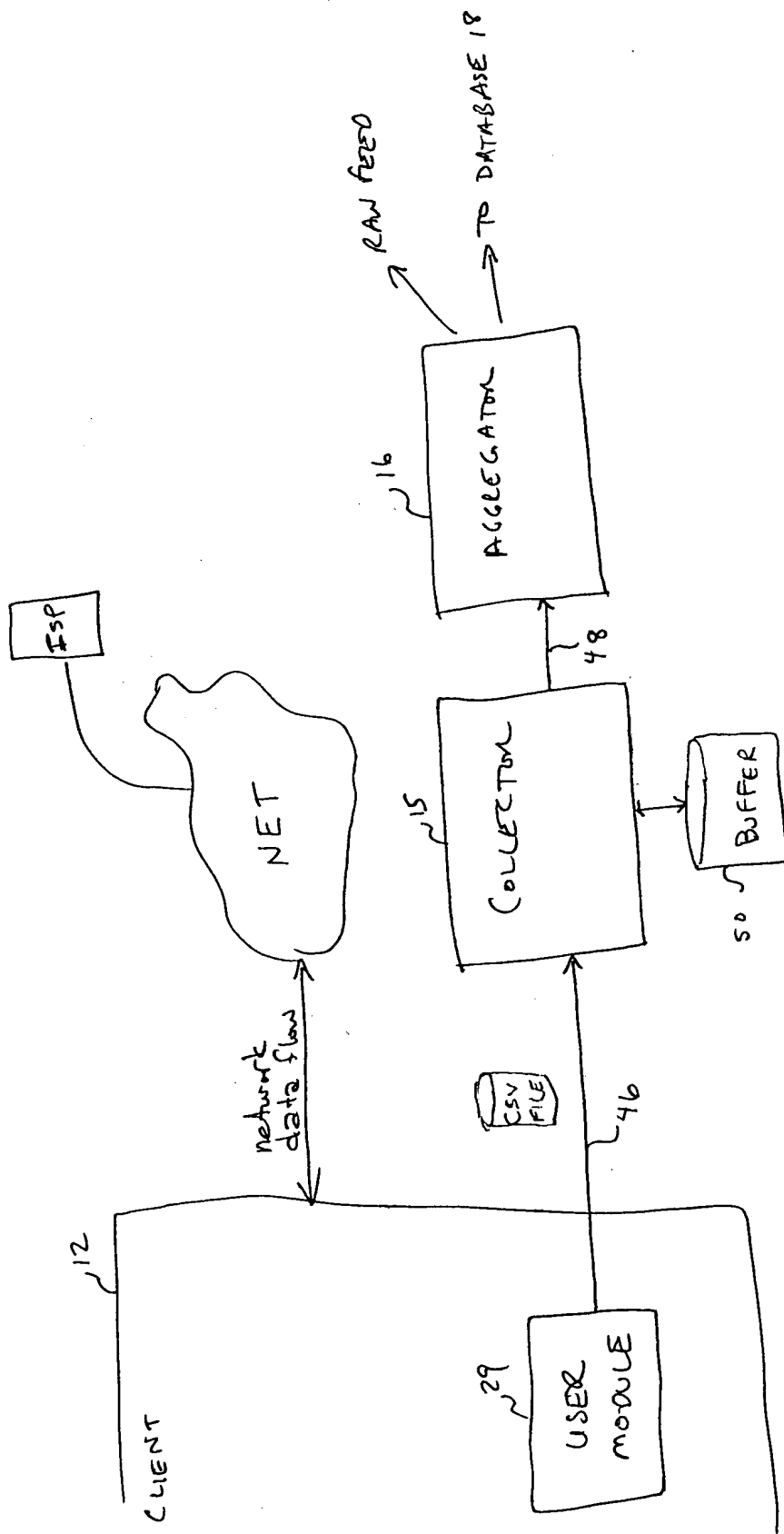


Fig. 3(c)

SECRET



4. 16.

REPORT

Call Failure Rate

DURATION

Year

PERIOD

1999

HOURS

All hours

VIEW BY

☒ Month of Year

☐ Hour of Day

☐ POP

☐ Modem

☐ Operating System

☐ Day of Week

☐ Day of Month

☐ POP Country

☐ Modem Type

PERFORM QUERY

CLEAR SETTINGS

Connection Performance

ISP One

Call Failure Rate by Month of Year
Year of 1999 - All hours

Data as of 2/19/99 3:19:47 PM PST

| Month of Year | Busy Signal | Ring No Answer | Modem Problem | Login Failure | Total CFR | Call Attempts |
|---------------|-------------|----------------|---------------|---------------|-----------|---------------|
| Jan | 9.4% | 3.9% | 5.0% | 0.9% | 19.2% | 1471 |
| Feb | 8.3% | 1.3% | 2.8% | 1.7% | 14.1% | 1379 |

Call Failure Rate by Month of Year
Year of 1999 - All hours

Data as of 2/19/99 3:19:47 PM PST

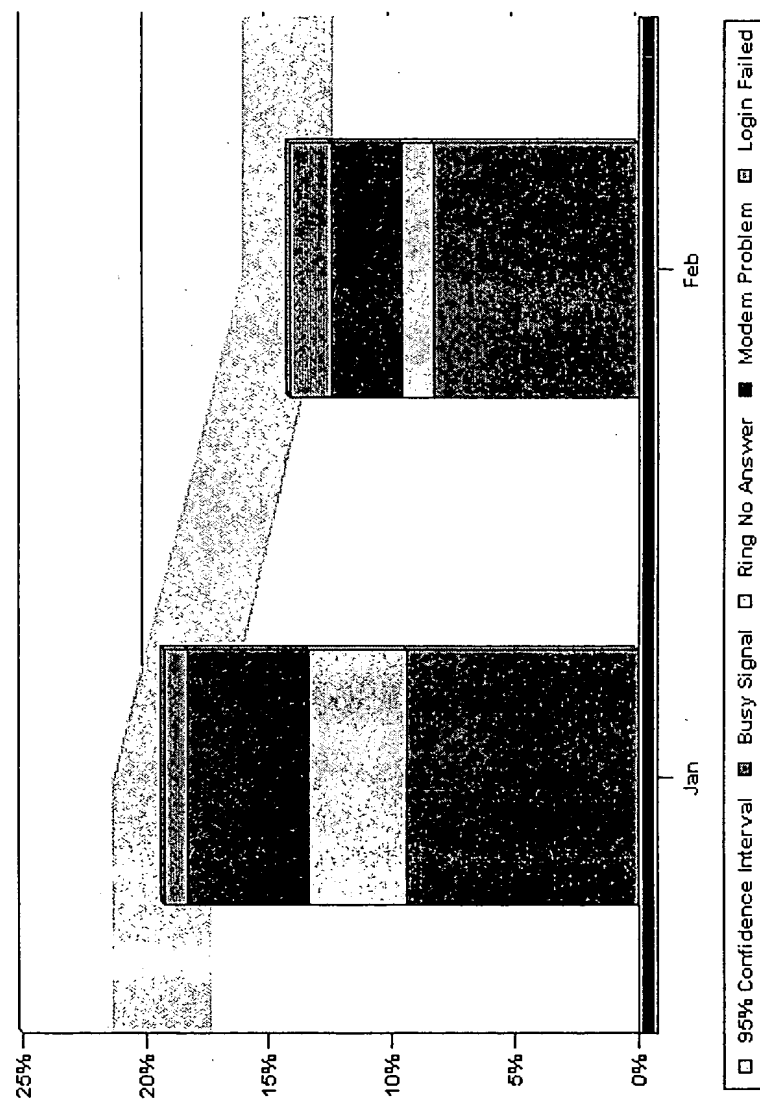


Fig. 5

66220 4199920

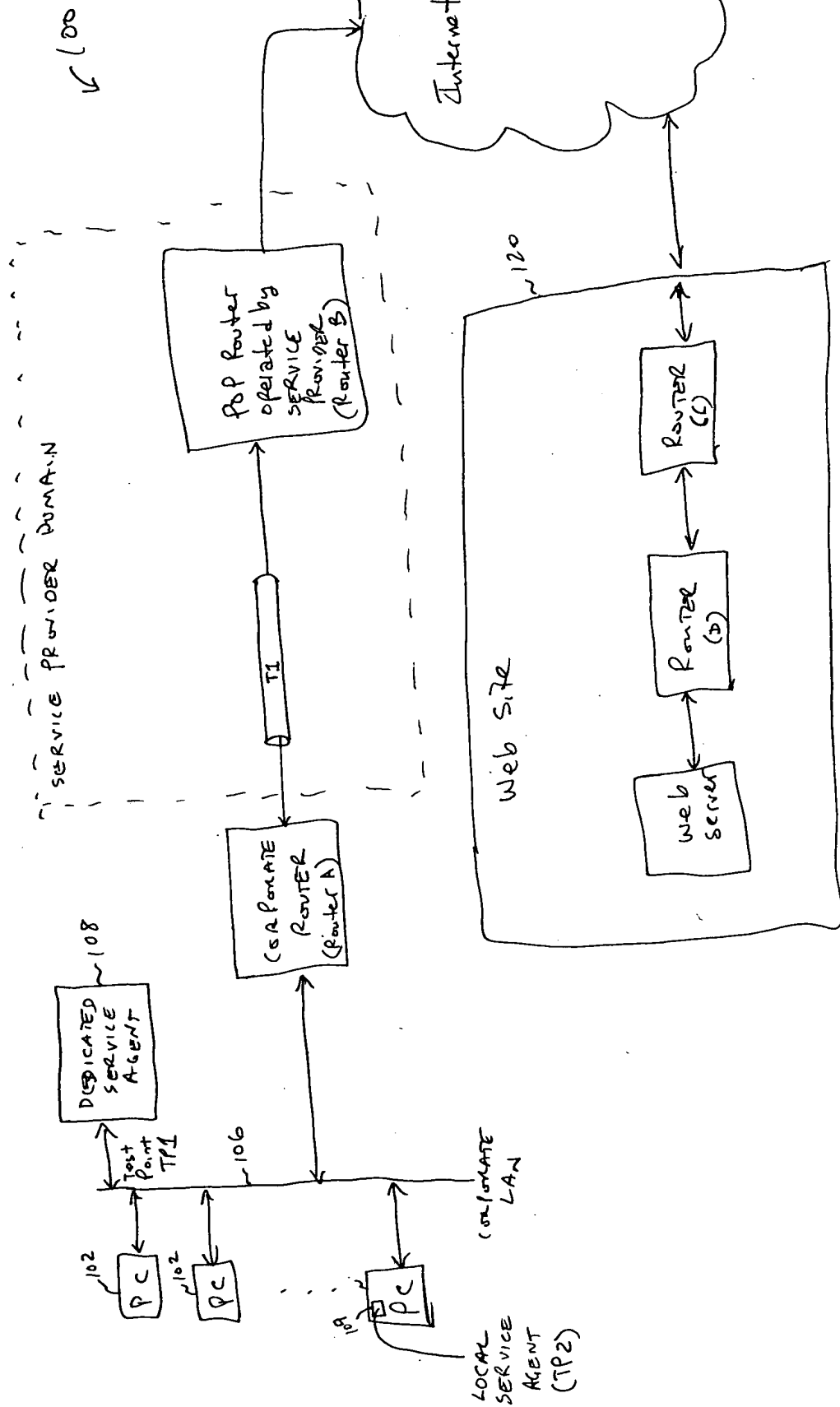


FIG. 6

CLIENT

COLLECTOR

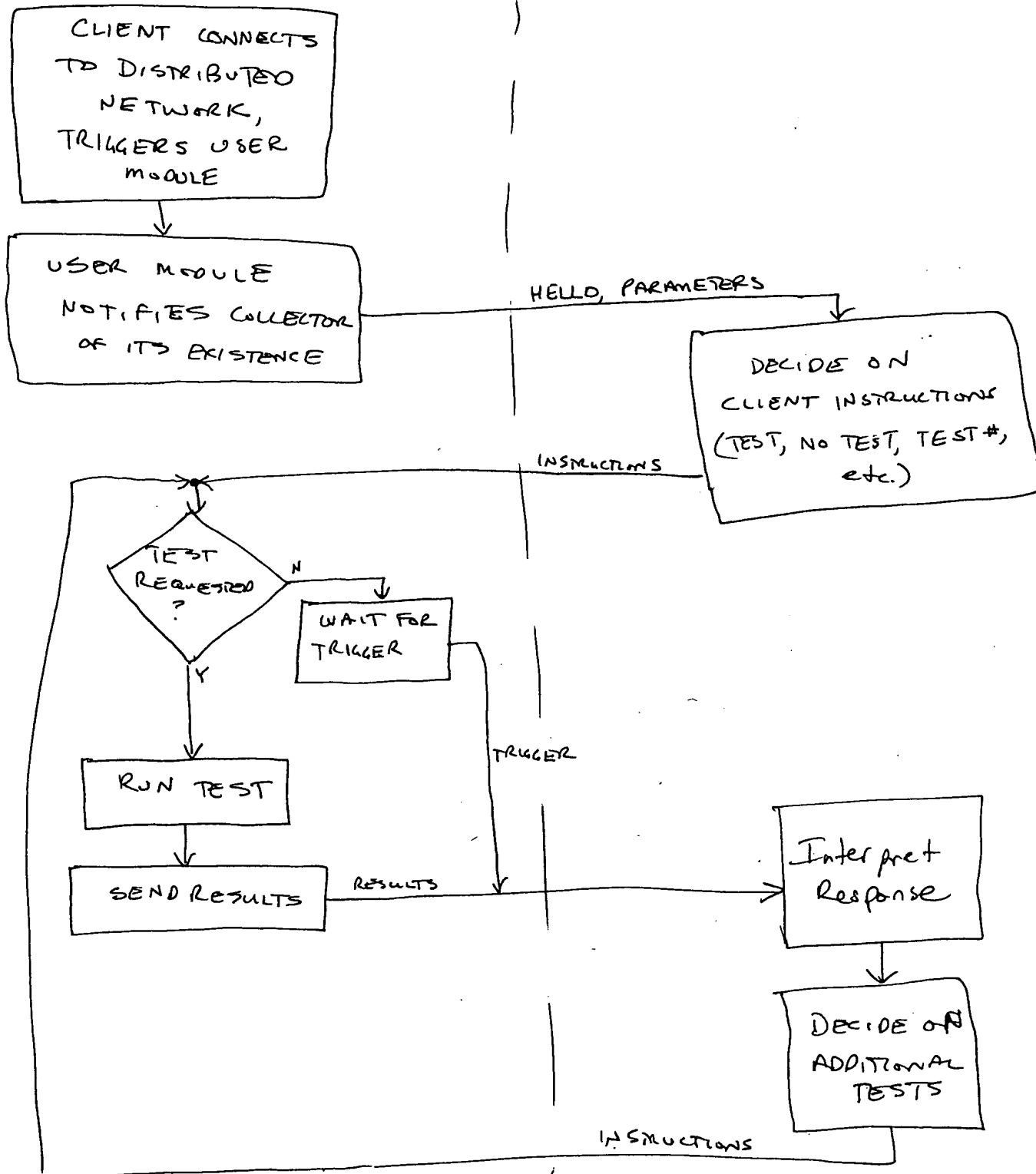


FIG. 7